

EXHIBIT 10



Flora (Xiuzhen) Zhang · 3rd

Global Head of User experience/Quality Assurance (Note: I'll report/block fake accounts)



- Trip.com Group



- Massachusetts Institute of Technology

Los Gatos, California, United States · [Contact info](#)

500+ connections

[Message](#)

[Connect](#)

[More](#)

About

Quality assurance, User experience, E-commerce, Travel industry, US-China relations.

Activity

515 followers

Flora (Xiuzhen) Zhang commented on a post • 1mo

Thanks Prof. Kim. That was a great memory from your class!

Show all comments →

Experience



Global Head of Customer Experience/Quality Assurance

Trip.com Group

Jul 2020 - Present · 4 yrs 10 mos

San Jose, California, United States

- Lead the global quality team with team members in Asia, Europe, and North America. ...



Trip.com Group

Full-time · 16 yrs 3 mos

- **Senior Director Of Professional Service and Product, Accomodation Business**
Jan 2014 - May 2017 · 3 yrs 5 mos
Shanghai, China

Achievements:
...
- **GM, Travel Insurrance business, Accommodation Business**
Jan 2014 - May 2017 · 3 yrs 5 mos
Shanghai, China

Achievements:
-The YOY growth was 200% during the period. "Travel Assurance...
- **Director, Service Research and Development Centre**
Jan 2011 - Dec 2013 · 3 yrs
Shanghai, China

Achievements:

-My team designed and executed Ctrip's Service Management System,...

Show all 5 experiences →

Education

**Massachusetts Institute of Technology**

MBA, Sloan Fellow

Concentration: Operation Management; Business Analytics; Marketing Strategy.

**Columbia University**

MPA

Concentration: Public policy, International Affairs

Show all 3 educations →

Licenses & certifications

**Global business and politics program**

Yale University

Issued Jun 2020

Volunteering

**Advisor**

China Call Centre and BPO Association

Jan 2010 - Present · 15 yrs 4 mos

The China Call Centre and BPO Association holds periodical meetings and annual conferences to exchange ideas and spread best-practices...



Daycare Volunteer

QingCongQuan Training Centre, China

Feb 2006 - May 2016 · 10 yrs 4 mos

I volunteered on weekends providing care and support for autistic children.

Skills

IT Operations

Project Delivery

Show all 50 skills →

Interests

Top Voices

Companies

Groups

Newsletters

Schools



Nicole Kyle · 3rd

Future of Work Researcher | Gender Equity & Economics | Writer | Speaker

7,161 followers

+ Follow



Glenn Fogel · 3rd

Chief Executive Officer and President

35,277 followers

+ Follow

Show all Top Voices →